



ERREUR DIAGNOSTIC.DAT(602)

1- Question : February 25, 2008

My system crashed about 2 weeks ago, and I have purchased a new computer that arrived this past week. I have now tried to install the Safi 6.3.4 system disk and while it seems to install, I get error messages. In the Steel Module if I try to save the file or if I ask for the data to calculate (ie verify) I get the following message: *File open error Z:\documents\safi_results\2008-043-FB3\diagnostic.dat(602). Init Diagnostic.*

The new computer is a Vista operating system. Can you help? This has never occurred before, and installation went without a problem on my previous computer, both originally and a year ago when we rebuilt it with a new hard drive and re-installed SAFI on the new drive. That was a Windows XP system

Answer

The folder you are trying to write to is either a network drive or an invalid drive. Make sure the Z drive actually exists and that you have write permissions on it.

According to the message, you are likely talking about the Steel Calculator and I assume it is the case. If the drive is wrong, you may change the working directory using the "File Options" command in the "Options" menu.

2- Question : June 22, 2009

When I run the analysis, the analysis fails. The first message that appears is "File open error: COND.TMP (602).[FILCMP]" where the only option is to click "OK", then a second window opens that says "File open error:...ram Files\SAFI\Working\results\2009-091-Telus Mode\DIAGNOSTIC.DAT (602). [Init Diagnostic]" with an option of "OK" and finally the white window on the bottom right hand side of the Analysis window says "Analysis Failed".

The system that this SAFI program is operating on is a Windows Vista Ultimate 32 bit operating system, 4gb of ram, 2.33 dual core processor and ample hard drive space.

Answer

This problem is due to access privilege on the *Program Files* folder which is *read only* by default on Vista. While running SAFI, go to the *Tools* menu and click on *Working Directory*. In this window, change the two folders to a location where you have sufficient access rights like *Documents/SAFI/Working* and *Documents/SAFI/Template*. There is one additional directory that is not listed there, let me know if you still have any difficulty.

KEY CODE, REINSTALLATION

3- Question : July 18, 2008

I just reinstalled my windows XP and SAFI software which is version 6.34, and need key code. Could you please send me one?

Answer

You should not need any new key code, the key code is written in the key. Do you experience any difficulties on your new system? If so, verify that the date and time are set correctly on your new system. If you still have your key code for this year maintenance, you may try to reapply it.

LICENSE MANAGER, SENTINEL PROTECTION SERVER, USB KEY

4- Question : July 23, 2008

We have just purchased a five user license of the SAFI program, before I install the license manager software I need to ask a question Software that we have installed already uses the sentinel protection server version 7.4.0 can I just plug your USB key and restart the service, and not do anything else or is there something else I need to do to get it running

Answer

There is a service installed by the setup program that is required on the server side to allow the program to run so yes you need to install the "Security Server" on the computer where the key will be connected. If you already have the sentinel server and drivers installed and it is more recent, the most recent version should remain unaltered.



5- Following question: July 25, 2008

Is there any way of installing the license server guard without installing the sentinel application?

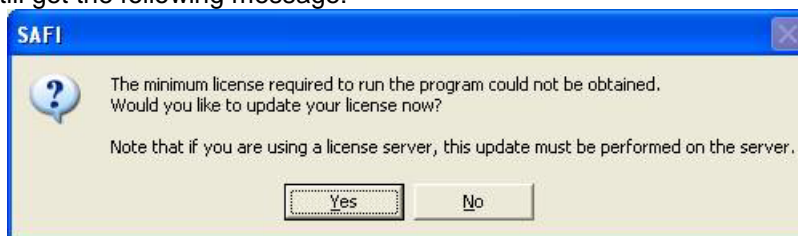
Answer

On the CD, you will find and .exe file named LicGuard.exe (in Setup/Program Files/SAFI/Program/Core). Copy this file to a location on your hard drive (the setup would copy it to C:\Program Files\SAFI\Program) and run it from the command line with the /i switch. From the command prompt, go to the folder where you copied the file and type the following command: *LicGuard /i*

Then, in the "Services" panel from the control panel/Administrative tools, browse for "SAFI License Server Guard" and start the service. You can also start the service from the command line using NET START SAFILicGuard.

6- Following question: July 25, 2008

I have done that but still get the following message:



Answer

You are trying to run SAFI while your license is for the Steel Calculator. Make sure you select the "Steel Calculator" icon from the Start menu. This message means that the program was able to connect to the key but could not acquire a license which is normal in this situation.

SOFTWARE SPEED, MEMORY USED

7- Question : March 27, 2009

I was talking to someone this morning about memory used by the computer. The program took about 40 minutes plus to run.

Answer

After looking to your file, we did some improvement in the software speed. The same file you have should run in less than 10 minutes with the next release of SAFI you will receive. Unfortunately, this version is not yet available. The field called "Memory for SAFI" should be left to 64 MB unless there is an explicit warning of SAFI that tells you to increase this value.

HELP, ERROR MESSAGE (177)

8- Question : May 11, 2009

In help I clicked on the index tab, then the next button and the finish button. The resultant error message of "unable to display the find tab (177)" came up.

Answer

This problem occurs because of Windows behavior. Windows generate hidden files in the "C:\Program Files\SAFI\Help". The files extension is ".GID", and it is repeated for each help file of SAFI when you generate the index. You should erase this file to correct this problem. Before doing that you should ensure that your Windows Explorer is displaying the hidden files and their extensions. To ensure that is correct open Windows explorer and activate the command "Tools - Folder options", then open the "View" tab. The option "Show hidden files and folders" should be activated and the option "Hide extensions for known file types" should be checked off. Then you can erase all these files with the .GID extension. Try again for the help, this will work.



SECTION AISC, ERROR MESSAGE

9- Question : 25 mai 2009

"Error in Read or Open file related to Section Library" se produit lorsque j'essaie de vérifier n'importe quelle section de AISC (2006). Réf. Version 6.4.2.

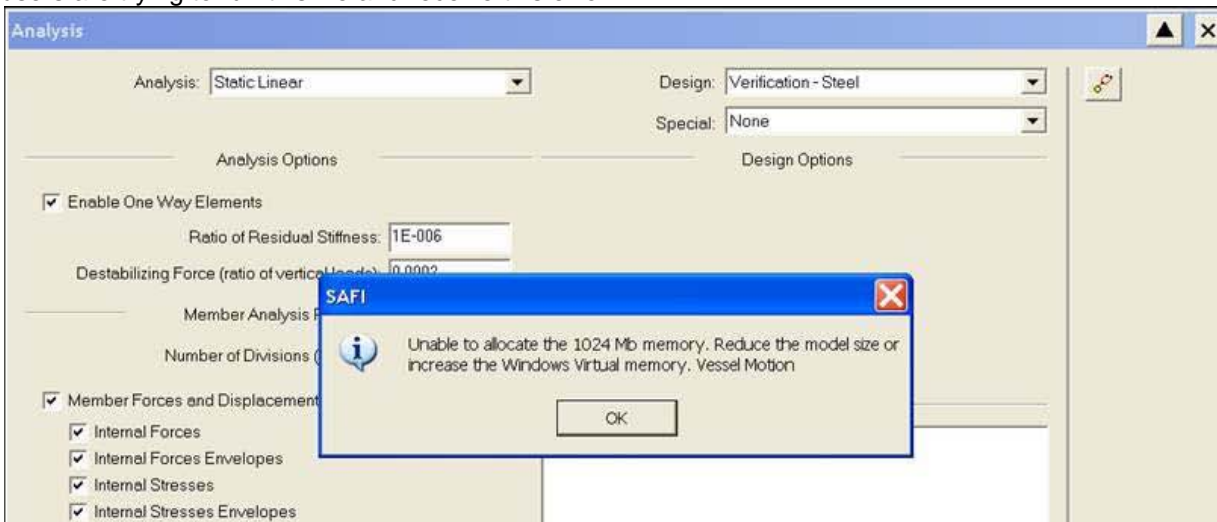
Réponse

Normalement, vous devriez avoir le même problème dans SAFI avec les sections américaines, est-ce le cas? Dans votre répertoire "c:\program files\safi\Utility", il devrait y avoir un fichier du nom "Sect_us.ssl". Il semble que ce fichier soit manquant ou invalide sur votre ordinateur. Essayez de réinstaller le logiciel, cela devrait corriger le problème.

ERROR MESSAGE, REDUCE MODEL SIZE

10- Question : August 6, 2009

The users are trying to run this file and receive this error.



Answer

From the *Tools - General options* command, you should decrease the "Memory for SAFI" to a smaller value. For this file, 64 Mb is enough. This value should be kept as small as possible. Even if this value is small, the speed of the analysis will not be decreased. The only time you need to increase this value is when SAFI asks you to increase the "SAFI memory", which occurs only in very big models more than 2000 members approximately. In your case, as this value has been set to 1024 Mb, the software try to allocate this memory as a continuous vector, which is often not possible in Windows 32 bits.

AIDE, WINDOWS VISTA

11- Question : 17 août 2009

Je n'arrive pas à utiliser l'aide de SAFI avec Windows Vista. Est-ce-que je pourrais avoir la désignation des notes que Safi affiche dans le résumé des états limites.

Réponse

Lorsque Windows Vista vous affiche ce message d'erreur, je crois qu'il vous indique dans le même message comment régler le problème en allant directement sur le site Web de Microsoft pour télécharger un ajout à Windows Vista. En effet, cette nouvelle version de Windows ne nous donne accès au type d'aide utilisé dans SAFI qu'après avoir téléchargé cet ajout.

Si vous ne parvenez pas à installer l'aide, le raccourci vers le site de Microsoft est aussi ci-dessous : <http://www.microsoft.com/>